DATA REQUIREMENT

CONTRACT APPLICATION INFORMATION FOR DRL _____					A. ITEM NO. DR-4

B. LINE ITEM TITLE:

Customer Survey Data

C. OPR.	D. TYPE	E. INSPECT/ ACCEPT	F. REQ.	G. INITIAL SUB.	H. AS OF DATE
UB-H	3	6	See Section J	See Section J	See Section J

J. REMARKS:

    A. A report from the customer survey database shall be generated quarterly and upon NASA request.

    B. A summary report after every customer survey shall be generated within 10 days of the survey.

    C. A report shall be generated for every mission within one month after completion of KSC ground processing (including deintegration and return of customer hardware).

K. DISTRIBUTION

Per Contracting Officer's letter.

	TOTALS	
	NO.	TYPE

DATA REQUIREMENT DESCRIPTION

1. TITLE **Data, Customer Survey**	2. NUMBER DR-4

3. USE To assist in analyzing and trending payload customer survey data.	4. DATE
	5. ORGANIZATION

7. INTERRELATIONSHIP	6. REFERENCES SOW 2.1.2

8. PREPARATION INFORMATION

    8.1 SCOPE: Analysis and trending of payload customer survey data.

    8.2 APPLICABLE DOCUMETNS: N/A

    8.3 CONTENTS:

    A. The contractor shall develop, update and maintain a database that tracks:

     1. Payload customer type.

     2. Number/names of customers surveyed per mission.

     3. The concerns/comments/issues of each customer surveyed.

     4. The NASA/CAPPS organization responsible to resolve concerns.

     5. A plan of action to resolve concerns/issues.

     6. Resolution summary after closure.

     7. Lessons-learned and processes improved.

     8. Number of repeat issues/concerns.

     9. Method/date of feedback to the customer.

    The database shall be updated as each survey is conducted. The government shall have access to these reports and have the capability to perform ad-hoc queries.

    B. After each customer survey, a report shall be generated that identifies items A. 1-5 above.

    C. For each ISS/Shuttle payload, the contractor shall prepare a report that summarizes items A. 1-9 above and includes an overall satisfaction rating of KSC support and services.

    8.4 FORMAT: Contractor format is acceptable.

    8.5   MAINTENANCE: N/A

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